Telix Incorportated UC User Manual

Dialing a Number

Numbers should be dialed as follows:

- North American numbers can be dialed as either 10 or 11 digits or 15141234567.
- There is no need to dial a 9 in front of outside numbers.
- International numbers should be dialed with the prefix 011 followed by the country code. In most cases, the first 0 of the local number should not be dialed. For example, to dial the number 44 020 7493 8000 in the UK (country code 44), this should be dialed as 011 44 2074938000.
- International dialing needs to be enabled for users. In some cases, a security code may be required to dial numbers that are in locations that are very expensive to dial. This is for the protection of our customers.
- Internal extensions can be dialed using the 3 digit extension number.
- In the case of an emergency dial 911
- You can hide your caller-id by dialing *67 before the number. For example, *675141234567 .

911 Service

IMPORTANT – 911 Service

This phone service is based on VoIP (Voice over internet protocol) technology. The VoIP 911 service has some very important differences and limitations when compared to traditional 911 service available from landlines, that you must be aware of.

With the 911 service on a VoIP phone, your call is sent to a national emergency call centre. The call center operator will request or confirm your location information based on your caller-id, and then transfer your 911 call to the closest emergency response centre. You should be prepared to provide or confirm your address with the operator.

DO NOT HANG UP UNLESS TOLD DIRECTLY TO DO SO.   IF DISCONNECTED YOU SHOULD DIAL 911 AGAIN. IF YOU DO HANGUP, THE EMERGENCY SERVICES MAY BE DISPATCHED TO YOUR LOCATION. IF YOU DIAL 911 BY ACCIDENT, STAY ON THE LINE AND NOTIFY THE OPERATOR. DO NOT JUST HANGUP.

TO CONTACT EMERGENCY SERVICES FROM YOUR PHONE

DIAL 911

Call Transfer and Conference – Yealink Phones

There are two types of call transfer that your system if capable of:

1. **Blind transfer**: This is where the call is directly transferred to another user without any introduction. Following the transfer, the other phone will ring showing the caller-id of the original caller. If there is no answer, the call would go to the voicemail of the number the call was being transferred to.
2. **Attended transfer**: In this scenario, the user transferring the call would have the opportunity to speak to the transfer recipient before the call is transferred. The recipient on the transferred number sees the caller-id extension number of the user transferring the call rather than the original caller-id. If the recipient is not available or does not want to take the call, the user can return to the original call.

The system is also capable of making conference calls joining three calls.

Blind Call Transfer

In the first call, press the TRANSFER key.
Enter the number to transfer to and then press the TRANSFER soft key.
The calls will be transferred and the phone will return to the ready screen.

Attended Call Transfer

In the first call, press the TRANSFER key.

Dial the number that you want to transfer the call to and wait for the call to be picked up. You may talk with the recipient.

To complete the transfer of the call, press the TRANSFER key.
The call will be transferred and the phone will return to the ready screen.
In the situation where the recipient of the transferred call is not available, or does not want to take the call, the user should just hang up and return to the original call by pressing the first green flashing line key.

Conference Calling

Initiate first call. Press the conference key.
Dial second call.
Once connected press CONFERENCE key. During the conference call, the MANAGE soft key allows the user to manage the other parties.
Using the up and down arrow keys, one of the other parties can be selected and their line mutes or removed.

UC New Users – Setting up Voicemail By Phone

Welcome to the Telix UC Unified Communication Platform!

The first thing to do is to setup your voicemail. In this article, we will cover how to do this by dialing in and entering your PIN number.

Once your account is set up, you will receive a Welcome email, with instructions on how to setup your PIN.

You can access the voicemail system:

1. By dialing 5000 from any phone in your office, enter your extension followed by #, and then the PIN followed by #.
2. By dialing 5001 from your own phone. You will just need to enter the PIN followed by #.
3. By pressing the "Message" button on your phone.
4. Externally by calling your extension from anywhere. When you hear the outgoing message playing, press * and you will be asked for your PIN.
5. Your system administrator may also setup a method to call an external number.

Changing Your PIN

- Access Voicemail then enter Option 5 then Option 1.

Note: You will not be able to set the PIN to a sequence ie: 1111 or 1234

Recording Your name

Your name is used in the voice directory.

- Option 5 then Option 2

Record your Greeting

- Option 6 then Option 1 to record your greeting.

Listening to Messages

We normally set up new users to receive messages by email, and to delete the messages after the email is sent. However, some users like to be able to dial in and pick up messages. if you would like this option, please contact support@telix.ca.

To pick up voicemail messages:

Option 1 will start playing new messages. When playing the message there are the following options:

- 1 – Save
- 2 – Replay
- 3 – Forward
- 4 – Delete
- 5 – Skip
- 6 – Reply (internal callers only)
- 7 – Rewind
- 8 – Pause
- 9 – Forward 15 seconds

UC New Users
Setting up Voicemail using the Portal

First setup your password and login from the original Welcome setup email from support@telix.ca.
Check your junk mail as well for the Welcome Message and whitelist support@telix.ca
If you prefer you can also record your personal voicemail over the phone using your PIN.
Choose the Messages option, and then the Settings tab.

Click on the ⌀ icon in the Voicemail Greetings section.

There are now 3 methods to setup your voicemail greeting:

1- A greeting can be created using Text to Speech.
    Enter the text and select the voice. You can hear with the message by pressing play.
2- Can be uploaded (Greetings must be in MP3 or WAV format.)
3- Click Call. You will be asked to enter the extension number of the phone you would like to use. At the prompt, record the new greeting, and then press # when you finish your recording.
    You must set a Greeting Name and press SAVE at the bottom of the screen for your message to be active

Full Voicemail Options

Setting	Description
Enable Inbox	Enable (check) or disable (uncheck) voicemail.
Options	This setting affects audio voicemail (calling into voicemail) but does not affect the web portal voice messages. Check the appropriate inbox options. Choices are: ● Sort Voicemail inbox by latest first = plays newest messages first. ● Announce voicemail received time = plays the timestamp of the message. ● Announce incoming call ID = plays the caller ID number if available.
Operator Forward	This setting determines where a call is sent if the caller presses 0 while the voicemail greeting is being played. When using this feature, tell callers near the beginning of your recorded voicemail greeting that they can press 0 to redirect their call.
Number of Messages	Read-only field that shows the current count of messages. Click the Clear messages link to delete messages, but leave greetings in place.
Data Limit	Read-only field that shows user's storage limit.
Used	Read-only field that shows the user's used storage. Click the Clear data link to delete all messages, greetings, and the name recording.
Greetings	
Voicemail Greeting	To select an active voicemail greeting, click a greeting from the drop-down list. To play the selected greeting, click the ▶ icon. To download the selected greeting, click the ⬇ icon. To upload or record a greeting, click the ✎ icon to display the Manage Greetings pop-up window. Greetings must be in MP3 or WAV format. 1. A greeting can be created using text to speech 2. Can be uploaded (Greetings must be in MP3 or WAV format.)

3. Click Call. Your phone will be called. At the prompt, record the new greeting, and then press # when you finish your recording.

You must press SAVE at the bottom of the screen for your message to be active

If your company has a dial-by-name directory, you must record your name to appear in the directory.

Unified Messaging

Adjust your voicemail to email settings. Choices are:

● None = no emails when voicemail is left.

● Send = sends an email to this user in plain text with a link to the voicemail.

Email Notification

● Send w/ Attachment (leave vmail as new). System sends an email to this user with the audio file of the message attached.

● Send w/ Attachment (move vmail to saved)) .

● Send w/ Attachment (move vmail to tracy) . This is the setting that most users prefer, avoiding duplicate messages on the phone and email.

Voicemail Transcription

As an optional service, a speech to text transcription of the voicemail can be included in the email.

Check the appropriate unified messaging options. Choices are:

UC – Mobile Apps

The UC Apps allow full unified communications on the move. With versions for IOS, Android, Windows and Mac the features include:

- Make and receive voice calls on your office account.
- Control your office answering rules and caller-id
- Transfer and conference calling
- Send and receive SMS (optional)
- Simple login

All Basic Users have access to the Telix ReachUC mobile app.

UC Plus, which includes SMS and the Windows/Mac apps is optional and at an additional cost.

Downloads

Login

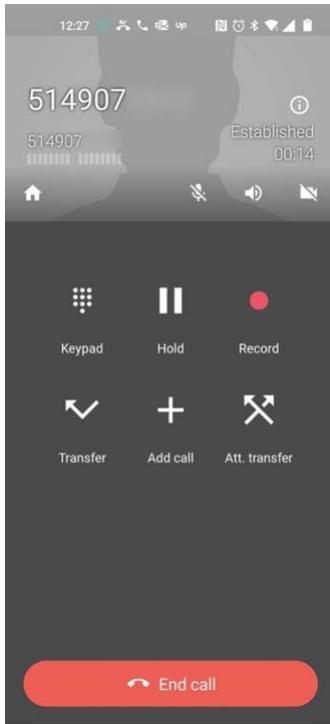Login using your web login user and password provided in the Welcome email.

You dial numbers in the same way as your office phone, including internal numbers.

While in a call, options included are:

- Transfer (send call directly to another user)
- Hold (the caller will hear music on hold)

Code	Feature Codes and Description
*35+ext	Extension Pickup – Answer a Call that is ringing at another extension. For example, *35202 would pick up extension 202 if it is ringing from any phone
*36	Company Pickup – Answer any Call that is ringing within the same company

Code	Feature Description
*38	Self Pickup – Moves an active call to another extension owned by the Same User. For example, if you are on a call using your ReachUC app on your cellphone, transfer to your office phone by dialing *38 from your office phone.
*98+ext	Transfer to a 3-digit Extension For example, during a call, dialing *98202 will transfer the call to extension 202
*99	Transfer to Self. For example, during a call, dialing *99 will ring other phones used by the same user and transfer when picked up.

- Calls can also be transferred using the soft keys on your phone.

Code	Feature Description
*50+ext	Auto Answer/Intercom . For example, dialing *50202 will auto answer on the other phone for an intercom call.
*67< phone number>	To dial External number with hidden callerid (10 or 11 Digit)
5001	Registered Login to VMail (prompted for password only)

Call Forwarding

The most common call forwarding setting is "Always". A typical use of this would be to forward calls to a colleague, or a cellphone when out of the office. Check the Call Forward – Always" box and enter the number or extension. You can also select another user's voicemail, a call queue or even a voice menu. Start typing the name or extension of the user and you will see the options.

Other options allow to call forward:

- When on an active call
- When busy (rarely used, because calls usually will go to another line rather than ring busy)
- When unanswered. By default, this goes to voicemail, but you can choose to go to another extension or even another user's voicemail.
- When Offline: This would only be used if your office phone is offline. For example when your internet is down.

Simultaneous Ringing

Simultaneous ringing allows an incoming call to ring on multiple devices. For example, a call could ring on the main phone, home office phone, laptop app and a cellphone. This can be done all at the same time or sequentially.

To Setup

- click enabled to activate
- Include user's extension: This will include the primary device of the user.
- Ring all user's phones: Will ring all the devices assigned to the user
- Answer confirmation for offnet numbers: A cell or landline number would be offnet numbers. This option will play a message to the recipient, notifying them that this is a forwarded call and ask the user to press 1 to accept.
- To add additional numbers or devices, enter in the box.   The primary device of a user is just the user's extension numbers. Additional devices have a letter suffix, eg 220a. The Reachuc mobile app always has the suffix 'm', eg 220m. The timer next to the number can be set to delay the ring of the device after the start. In the example above, initially the user's main device will ring. Then after 5 seconds, the Reachuc mobile device 202m will also ring. After 10 seconds, the cell number will also ring.
- In most cases, voicemail is enabled. With voicemail, the maximum total ring time of all the devices before going to voicemail is set on top left of the Answer Rule page

UC – Sending a Fax from Your User Portal

Users can send a pdf file as a fax from their user portal. This is an optional feature. If you do not see this option in your user portal, please contact your system administrator.

Sending a Fax

Setting	Description
	None- Will just send the file contents.
Cover Page Options	Compose – Add text for the cover page.
	File – Upload a cover sheet
Fax Document	Select the file to upload. We strongly recommend using pdf format for predictable results.
Callerid	Select the caller-id number. Will show any fax enabled numbers on your account, of '0000000000' to hide the caller-id
Phone Number	Enter the 11 digit number to fax for example: 16135551212.

You can monitor the status of sent faxes by selecting the 'sent' folder in the top left. When the message is sent, you will receive an email conformation and be able to see the status changed to "Delivered". The user can also download or view the sent file.